

CITY OF MADERA

REQUEST FOR PROPOSALS

**ERP SOFTWARE AND
IMPLEMENTATION SERVICES**

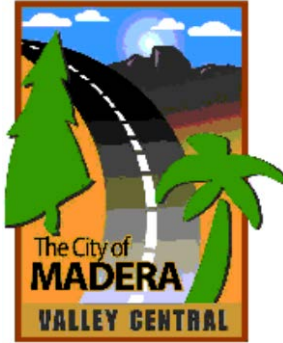
RFP NO. 201415-02

**Response Due Date & Time
Monday, November 24, 2014
3:00 p.m.**

TABLE OF CONTENTS

	Page #
1. Instructions and Conditions	3
2. Background/Current Systems	7
3. Submission, Review & Special Conditions	11
4. Vendor Demonstrations and Client Site Visits	12
5. Source Code Protection	12
6. Response Format	12
7. Required Information	15
8. Evaluation of Responses	20
9. Function Grid Table	22
10. Interfaces Table	23
11. Cost Worksheet Template	24
12. Bid Proposal Authorization Form	25

Appendix A: Insurance Requirements for Contractors without Construction Risks



REQUEST FOR PROPOSALS

ERP SOFTWARE AND IMPLEMENTATION SERVICES

RFP NO. 201415-02

October 16, 2014

1. INSTRUCTIONS AND CONDITIONS

A. No bid proposal will be considered for award unless submitted in the bid format described in this Request For Proposals (RFP). The bid must be fully complete and executed. Bidders shall send ten (10) copies of the completed proposals which will include; nine (9) bound copies and one (1) unbound original with a copy of this RFP attached to the front of each proposal, with appropriate responses included.

Format: Proposal should be 8 ½ x 11 inches, printed two-sided on recycled paper with removable bindings, bound in a single document. Binding can be as simple as a staple. Original and copies may be submitted in one envelope/package.

Electronic Copy

The proposer must also submit on electronic media the following:

- A text-searchable, printable electronic file containing the proposal. The City prefers a PDF or Microsoft Word file. This file's content and layout must be identical to the paper copy, but signatures may be omitted from the electronic copy.
- The cost worksheet as a Microsoft Excel file.

Each bid proposal, consisting of the original and copies as directed above, must be submitted in a sealed envelope addressed to **Becky McCurdy, Procurement Services Manager, City of Madera, Purchasing-Central Supply, 1030 South Gateway Drive, Madera, California 93637**, and delivered prior to the time and date specified in this document. Each sealed envelope containing a bid proposal must have, on the outside, the name of the bidder, bidder's address and the statement "DO NOT OPEN UNTIL THE TIME OF BID OPENING" and in addition, must be plainly marked on the outside as follows:

Bid: ERP SOFTWARE AND IMPLEMENTATION SERVICES

RFP: No. 201415-02

Filing Deadline: Monday, November 24, 2014 - 3:00 P.M.

B. Attention of bidders is especially directed to the specifications and conditions which, in addition to the bid proposal and these instructions, are basis for evaluation and will be part of any agreement with the successful bidder. Any deviations from the specifications and conditions in this notice shall be proper reason for rejection of all or any part of the bid proposal.

C. The City of Madera (City) reserves the right to reject or accept any or all bids or parts thereof, and to accept or reject the alternatives individually or jointly, for any reason.

D. The City reserves the right to consider any minor deviations from the specifications and conditions and determine the acceptance or rejection of such deviation. The City reserves the right to seek supplementary information from any bidder at any time after official proposal opening and before the award. Such information will be limited to clarification or amplification of information requested in the original proposal.

E. The City recognizes its policy of providing equal opportunity to all qualified persons and hereby notifies all bidders that it encourages all bidders to take active race/gender-neutral steps to include Disadvantaged Business Enterprises in this and other City agreements. Disadvantaged Business Enterprises will be afforded full opportunity to submit bids in response to this invitation. Bidders will not be discriminated against on the grounds of race, color, religious creed, ancestry, national origin, age, sex (includes sexual harassment), pregnancy (childbirth or related medical conditions), marital status, sexual orientation (heterosexuality, homosexuality and bisexuality), medical condition (cancer and genetic characteristics), mental or physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran's status, or request for family medical leave in consideration for award.

F. The City reserves the right to modify this RFP at any time. In the event it becomes necessary to modify or revise the RFP, a written amendment or addenda issued by City's Purchasing-Central Supply Division is the only method which should be relied on with respect to changes to the RFP. Bidder is responsible to contact City's Purchasing-Central Supply Division prior to submitting a bid to determine if any amendments were made to the RFP. Documents, amendments, addenda, etc. will be posted to the City website at www.madera-ca.gov and can be found by navigating to Departments > Administrative Services > Purchasing > Bid Announcements and Results.

The City will not be responsible for verbal responses made by any parties including the designated contact and/or her/his designee. Before an award is made, any contact with City staff regarding this RFP, other than the designated contact or his/her designee(s), without prior written authorization is strictly prohibited and may render the bidder non-responsive.

No questions or inquiries regarding this RFP should be directed to any individual(s) at the sites detailed in this document. All inquiries should be submitted in writing per the process described in this document.

Questions and suggestions concerning the RFP must be submitted in writing no later than 3:00 p.m. Friday, November 7, 2014. Written questions or inquiries should be emailed, mailed or faxed to:

Becky McCurdy
Procurement Services Manager
City of Madera
Purchasing-Central Supply
1030 S. Gateway Drive
Madera, CA 93637

rmccurdy@cityofmadera.com

FAX: (559) 661-0760

G. Proposals will be evaluated by the City. If a bid proposal is found to be incomplete or not in compliance with the format required, it will not be submitted for evaluation. During the evaluation process, the City may find it beneficial to request additional information. The City may request an interview with the top rated companies. A reference check may also be conducted.

H. Any proposal may be withdrawn at any time prior to the hour fixed for the opening, provided that a request in writing executed by the bidder or his/her duly authorized representative, for the withdrawal of such proposal is filed with Purchasing-Central Supply. The withdrawal of a proposal shall not prejudice the right of a bidder to file a new proposal prior to the time and date set for the opening. After the expiration of the time and date for receipt of proposals, a proposal may not be withdrawn or altered.

I. Issuance of the RFP and receipt of proposals does not commit the City to award an agreement. The City reserves the right to postpone the RFP process for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with other than the selected company should negotiations with the selected company be terminated, or to cancel any section of this RFP. The City also reserves the right to apportion the award among more than one company.

J. No Pre-Proposal Conference. The City is not planning to hold a pre-proposal conference.

K. Proposals shall remain valid for at least one hundred-eighty (180) days after the opening of bids. No bid proposal may be withdrawn after the bid opening.

L. It is the City's policy to encourage the purchase of supplies, services, and equipment from vendors located within the boundaries of the City. Local vendors are sellers, vendors, suppliers and contractors who maintain places of business located within the limits of the City and who have a current City of Madera business license.

Bidders will, to the greatest extent feasible, attempt to incorporate local area businesses as subcontractors and suppliers. Bidders will provide documentation of current use of local vendors and upon request, provide records showing ongoing outreach efforts made to local businesses to demonstrate that they have made a reasonable effort to inform local businesses of the opportunity.

The local vendor outreach policy shall not apply to those agreements where State or Federal law, or other laws or regulations preclude such a preference.

M. Each bidder shall carefully examine each and every term of this RFP; and each bidder shall judge all the circumstances and conditions affecting his/her bid. Failure on the part of any bidder to make such examination and to investigate thoroughly shall not be grounds for any declaration that the bidder did not understand the conditions of this RFP.

N. Bidder's Proprietary information: Upon award, all documents provided by the successful bidder shall become public record. All documents provided by any bidders, other than the successful bidder, shall become public record in their entirety and subject to disclosure, unless said documents are retrieved by the bidder within ten (10) business days of the award. This shall also include, but is not limited to documents for projects for which all proposals are rejected and projects for which an award is not made for any reason. In the event that one or more proposals are returned to the bidding parties, it is the intent of the City that such documents shall not become public records of the City unless required by the California Public Records Act or other provision of law.

O. A blanket Fidelity Bond with a minimum of \$10,000 coverage per employee will be required upon entering into the agreement with the City. In addition to the Fidelity Bond, a Performance Bond equal to 100% of the agreement price will also be required prior to any work being performed.

P. The City intends that other public agencies (county, special district, public authority, public agency, school district or other political subdivision of the state of California) shall have the option to participate in any agreement created because of this Request for Proposal. The City shall incur no financial responsibility in connection with a purchase order from another public entity. Vendor's agreement or failure to agree to the "piggyback" agreement will not be a factor in the award. This piggyback will remain available for one year from the date of the Bid award.

Check one of the following:

- i. ☐ Agree to extend all prices, terms, and conditions of my proposal to any other public agency located in the State of California with no exceptions.
- ii. ☐ Agree to extend all prices, terms, and conditions of my proposal to any other public agency located in the State of California with the following exceptions noted, as attached.
- iii. ☐ The Vendor does not agree to extend pricing, terms and conditions in our Bid to any other agency.

Q. The City will have no financial responsibility for any costs incurred by the proposer for participating in the RFP process.

R. The City recognizes that in some implementation projects there is a distinction between “contractor” and “software manufacturer.” In this RFP the term “Contractor” refers to the firm that will be responsible for the implementation as a whole (including installation, configuration, customization, interface development, data conversion, user training, project management, etc.). The term “Software Manufacturer” refers to the firm that developed and maintains the off-the-shelf software product on which the implementation is based.

If the software manufacturer acts as the prime contractor for this implementation project, then the terms “Contractor” and “Software Manufacturer” would be interchangeable.

S. Use of Name: Upon entering into an agreement, the successful Proposer agrees not to use the name of the City of Madera in commercial advertising, trade literature or press releases without the prior written approval of the City Council.

T. Proposal to Become Part of Agreement: The submitted Proposal, along with this Request for Proposals, will become part of the Agreement that is negotiated between the City and the successful party.

U. Prior to beginning any work or delivering any equipment or material to be furnished under this proposal the bidder shall secure the appropriate Federal or State of California License/Certification/Contractors License required to provide the services and Certificates of Insurance in accordance with Appendix A: Insurance Requirements for Contractors without Construction Risks will also be required.

V. An award under this RFP will not be based solely on the lowest price. If an award is made, it will go to the bidder(s) with the best overall proposal. The successful proposal will be competitively priced and provide for adequate service to meet the City’s needs.

2. BACKGROUND/CURRENT SYSTEMS

PURPOSE OF REQUEST FOR PROPOSAL

The City of Madera is requesting information and proposals for an Enterprise Resource Planning (ERP) System to improve organizational productivity by increasing efficiency in transaction processing and promoting collaboration across business units. The goal in implementing an ERP system is to integrate "back-office" administration and "front-office" service delivery. The ERP should consolidate information, link business processes and functions, and eliminate separate departmental systems in favor of a single "enterprise" system that connects the City's financial and non-financial applications through a common database, user-friendly interface, and embedded processes designed to tie functions together seamlessly.

The components of the ERP should include:

- Core business applications (Required):
 - Traditional financial management applications (i.e. general ledger, budget, accounts payable/receivable, payroll, electronic timesheets, cashiering, fixed assets, purchasing, etc.)
 - Traditional human resource applications (i.e. H/R management, position control, employee performance measurement, benefits administration, capture historical system data and provide employee self-service activities)

- Capital projects management (i.e. proposal and contract management, financial management, asset control, scheduling, reporting, etc.)
- Customer-facing applications (i.e. customer information system, business licenses, building permitting, code enforcement, planning entitlements, animal licenses, etc.)
- Utility billing (i.e. customer self-service, billing, collections, inventory, service-order, etc.)
- Grants Management
- Workflow & document management as an integral part of system
- Executive information system (i.e. operational overview, business analysis, dashboard, etc.)
- Secondary business applications (Optional, but highly desirable)
 - Supply-chain management applications (i.e. inventory, commodity contract management, service-contract management, etc.)
 - Operations management applications (i.e. fleet management, facility management and work orders, etc.)
 - Capital Improvement Program (CIP) software component that allows the ability to plan, prioritize and strategically fund capital projects over any time frame.

Proposals should delineate how respondent can accommodate software, implementation services and hardware necessary to support the ERP system. Additionally, respondents are encouraged to specify an option for Software as a Service (SaaS) or hosted operating environment. Respondents should have a proven track record of successful implementation of proposed solution(s) in similarly sized municipalities, have a well-established client base in California and be knowledgeable of California laws and work rules as they apply to payroll, including public safety employees; CalPERS retirement, memorandums of understanding and general government operations.

The City fully recognizes that because we are using a system that was implemented approximately 16 years ago we may not be aware of the many improvements in process that will be available with the implementation of a new system. It is the City's desire that the firms bidding will provide suggestions and direction for improved processes rather than just looking at implementing programs that allow us to perform the same services in the same manner as the existing system.

THE CITY OF MADERA

The City of Madera (City) is a general law, full service municipality located in the Central San Joaquin Valley, 30 miles north of Fresno. The City serves a population of 62,000 people. The City operates under the Council-Manager form of government and provides basic local governmental services including public safety, maintenance and construction of public improvements, cultural, recreation, planning, zoning and general administration. In addition, the City operates enterprises including: Water, Sewer, Waste Disposal and a General Aviation Airport. The City provides a full range of services through ten departments. In addition to the traditional services provided by a local government, such as police, fire, community development, streets maintenance, and parks & recreation, the City also operates water and wastewater facilities, and airport. The City has a total operating fund budget of approximately \$80 million for fiscal year ending June 30, 2014 and employs approximately 300 full-time equivalent employees.

CURRENT SYSTEMS

The City's last major financial system update was completed prior to 2000. The current system is Temple Consulting's MAIS running on a Progress database on an internal Windows network. MAIS modules in use include general ledger, accounts payable, accounts receivable, purchasing and budget. MAIS includes an integrated Utility Billing System which is integrated with an automatic meter reading system from Sensus. This system handles the billing for the City's water and wastewater utilities along with the contract billing for the City's refuse franchisee.

The City does not have a city wide GIS mapping system. We have several standalone licenses for GIS from ESRI.

The table below lists significant systems/applications and their desired direction:

CURRENT SYSTEMS TABLE

System/Application	Current	Direction
Financials (GL/AP/AR)	MAIS	Replace with ERP
CAFR	Excel & Word	Replace with ERP
Budget	MAIS	Replace with ERP
CIP	Excel, Word, PLAN IT	Replace with ERP or possible integrate into ERP
Miscellaneous Receivables	MAIS/Excel Spreadsheet	Replace with ERP
Fixed Assets	Sage	Replace with ERP
Inventory (Warehouse)	MAIS	Replace with ERP
Purchase Orders	MAIS	Replace with ERP
Business License	MAIS	Replace with ERP
Payroll	ADP	Replace with ERP
Timekeeping	Paper Time Cards; ADP Etime	Replace with ERP
HR/General	ADP	Replace with ERP
HR/Recruitment	None	Possibly Integrate into ERP
HR/Benefit Administration	Admin Direct and ADP	Possibly Integrate into ERP
HR/Position Control	Excel Spreadsheet	Replace with ERP
Utility Billing (Water/sewer/refuse)	MAIS	Replace with ERP
Building Permitting	MAIS	Replace with ERP
Planning Entitlements	None	Possibly Integrate into ERP

Code Enforcement	Buffin System	Replace with ERP
Animal License	MAIS	Replace with ERP
Cashiering	MAIS	Replace with ERP
Contract Management	None	Replace with ERP
GIS	ESRI – stand alone	Possibly Integrate into ERP in future
Grant & Project Accounting	Excel Spreadsheets	Incorporate into ERP
Fleet Management	Trackum	Interface with ERP where possible
Document Management	None	Consider incorporating into ERP or other options
Cash/Investment Management	Excel Spreadsheet/Tracker	Incorporate into ERP
Recreation Registration/Reservation	ActiveNet	Keep; interface with ERP
Citizen Contact	None	ERP where possible
Water Citation Processing	MAIS	Replace with ERP
Employee Work Scheduling (Parks part-time staff at various sites)	Workschedule.net	Replace with ERP

SYSTEM SCOPE: The City is seeking information and proposals for integrated local government ERP software applications that will include software licensing, implementation and conversion services, ongoing training, and technical support. The City encourages respondents to provide a Software as a Service (SaaS) or hosted operating environment option. Ideally, a single vendor will provide a satisfactory, integrated solution for all systems. The City recognizes that this single vendor may not be found. A consolidated response consisting of “best of breed” products will also be considered. If a “best of breed” response is provided, it is strongly suggested that a single vendor take responsibility for the consolidated response and that a single vendor be responsible for implementation and integration of the “best of breed” solution. The City desires a “Turn Key” solution that will be primarily supported by the vendor. Information Services staff are available at the City to assist the vendor; however, most support should occur through secure remote access. As part of the implementation services, the City desires to convert and retire the current system to lower operating costs and avoid technical obsolescence. Conversion of additional databases may be necessary to achieve this integration goal.

CURRENT COMPUTING ENVIRONMENT: The Information Services Department has oversight of all the City's (including the Police Department and police vehicles) technology systems, including networking, security, web sites, databases, applications, billing production, email

services, virtual and physical servers, telecommunications, and desktop applications and support.

The City has nine locations with only one site more than two miles from City Hall. City Hall is the main network center for the City with all locations connected via 100Mb public spectrum microwave. All locations access the internet through the main City Hall 40Mb connection provided by Comcast Communications.

The City has standardized on HP desktops running Windows 7 (64 bit) and Office 2007 (64 bit). We are migrating to Office 365 and will have our email hosted with Microsoft. Our server infrastructure consists of both HPs running Windows 2008 Server R2 (64 bit) and Dell Servers running Windows 2010 and 2012 and Microsoft Hyper-V. In addition, we have standardized on Microsoft SQL Server 2010 (64 bit).

Information Services supports approximately 300 full and part time employees and volunteers, approximately 275 desktop/laptops/smart devices, and over 40 servers (both physical and virtual). The Division also supports VOIP systems, desktop phones, cell phones, printers, and all network equipment (switches, routers, firewalls).

DATA MIGRATION: Scope and amount of data to be migrated will be part of contract negotiation with the selected vendor.

3. SUBMISSION, REVIEW & SPECIAL CONDITIONS

PREPARATION OF RESPONSES

All responses to the questions in the REQUIRED INFORMATION section must be answered fully and must be able to be substantiated by the vendor. Each response shall be signed by an individual who has authority to obligate the company.

KEY DATES*

Event	Tentative Date
Request For Proposals Issuance	October 16, 2014
Vendor Questions Due	November 7, 2014 3:00 PM
Responses to Vendor Questions Posted to City Website	November 17, 2014
Vendor Responses Due	November 24, 2014 3:00 PM
Review of Submissions	Through December 15, 2014
Notification of Vendor Demonstrations	December 16, 2014
Vendor Demonstrations (Proof of Capabilities)	January 19, 2015 through January 30, 2015
On-site Reference Visits	February 2015

Contract Negotiations	Begin upon notification of selection
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* Dates subject to change

It is anticipated that the vendors may be required to make one or more appearances at City meetings to answer questions and present results.

A. E-mail and facsimile responses will not be considered. Vendors shall have sole responsibility for delivery of responses on time and to the proper location. Vendors may call (559) 661-5463 to verify receipt of responses.

B. Page Limits:

- i. Executive Summary – 3 pages maximum
- ii. Required Information – No limit, however, responses should be comprehensive, succinct and direct.
- iii. Font size no less than 11 point

4. VENDOR DEMONSTRATIONS AND CLIENT SITE VISITS

When reviewing the submissions, the City may request an on-site comprehensive demonstration of a vendor's software solution and/or additional information. The City will select one or more vendors to be invited to provide on-site "Proof of Capabilities" vendor demonstrations. These two to three day presentations provide an opportunity for the vendor to show how their system will provide the necessary functionality desired by the City. The City will schedule any such presentations or requests for additional information. The City will provide a description of the processes and system capabilities that must be included in the demonstration.

The City may request, following any vendor's on-site demonstration, that the City be granted extended access for a limited duration to the vendor's demonstration system. The purpose of this request is to allow further evaluation and a hands-on "user experience" by staff that cannot be gained during vendor demonstrations. Extended access could be through remote access, through a dedicated personal computer, via Internet access, or another method to be determined.

Representatives of the City may choose to visit client reference sites for one or more vendors to observe the applications in an actual working environment.

5. SOURCE CODE PROTECTION

The City desires to protect its investment and will require a copy of the source code and technical specification documents be held by a mutually agreed upon software escrow organization. The source code and related documents would be released to the City if the vendor is no longer able to support the software.

6. RESPONSE FORMAT

To facilitate the analysis of responses to this Request for Proposals, vendors are required to prepare their responses in accordance with the instructions outlined in this section. Each vendor

is required to submit the responses in a sealed package. Vendors whose responses deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Responses should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled.

The responses should be organized into the following major sections:

<u>Section</u>	<u>Title</u>
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Function Grid
3.0	Current Systems Table
4.0	Interfaces Table
5.0	Required Information
6.0	Recorded Demonstration of Product
7.0	3 rd -Party Products/Optional Software
8.0	Client References
9.0	Standard Contract
10.0	Addenda
11.0	Executed Bid Proposal Authorization Form

Instructions relative to each part of the response to this Request for Proposals are defined in the remainder of this section.

1. **EXECUTIVE SUMMARY:** (three page maximum) This part of the response should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.
2. **FUNCTION GRID TABLE (see template in Section 8 of this RFP):** This section describes major product functionality being considered. All items on the grid must be completed; however, the vendor may add additional items for clarification or when additional functionality is being proposed. The comment box may be expanded as necessary to provide clarity of the response.
3. **CURRENT SYSTEMS TABLE (see template in Section 2 of this RFP):** Describe how you would handle the transition of these systems/applications.
4. **INTERFACES TABLE (see template in Section 9 of this RFP):** This section lists most external programs being considered for interfacing with the ERP system. Each third-party application is being considered separately based on the functionality present, or lack thereof, in the ERP proposal. Based on this functionality, a decision will be made regarding replacing or interfacing with existing third party software. Not all third party systems will require integration. The vendor should describe any existing interfaces, or the ability to develop an interface; how the interface will operate and who

would provide maintenance and support. As the discussion can become highly technical, vendor responses should be limited to their knowledge and experience as it relates to their products and past integration with previous clients. Vendors should assume third party applications are being maintained at the third party vendor's current release level.

5. **REQUIRED INFORMATION:** The vendor must include comprehensive answers to the questions in Section 7 in this RFP. Answers must be comprehensive and concise while providing enough detail that City staff will understand. Cost proposals must be provided in Excel format as well as hard copy and must be laid out as shown in Section 11 Cost Worksheet Template.

6. **RECORDED DEMONSTRATION OF PRODUCT:** The vendor will provide a prerecorded demonstration of some of the product's key features utilizing the actual software proposed to show the City what using the software would look like. This demonstration should be no longer than 30 minutes. This can be either via physical media such as a DVD or CD or downloaded from the Internet via a specific link provided in the proposal. The brief demonstration should give an overall perspective of the look and feel of the proposed product and basic functionality.

7. **THIRD-PARTY PRODUCTS/OPTIONAL SOFTWARE:** The vendor should explicitly state the name of any third-party products that are being suggested or discussed in the proposal. For each third-party product, there should be a statement about whether the vendor's potential contract would encompass the third-party product and/or whether the City would have to enter into a separate contract directly with the third party vendor for the product and maintenance.

8. **CLIENT REFERENCES:** Vendors should provide a list of at least ten government installations, five of which must be in California and include payroll module implementation. Submit references for fully-completed installations to the extent possible or note the current status of partially-completed installations. List the "breadth" of the software solution (e.g., GL, AP, Payroll/HR, etc.) and the version currently operating. Where possible include other full service cities of similar population and annual budget.

9. **STANDARD CONTRACT:** Vendors should include a copy of their standard purchase contract. Vendors proposing a SaaS or hosted solution should also include a copy of their standard SaaS or hosted environment contract.

10. **ADDENDA:** Vendors shall include a copy of any addenda as posted to the City Website relating to this RFP.

11. **BID PROPOSAL AUTHORIZATION:** Vendors shall include a completed and **Signed** copy of the Bid Proposal Authorization form.

7. REQUIRED INFORMATION

A. GENERAL

1. State the product, version and modules that you are recommending. Clearly indicate which products are from the 'prime' respondent and which products are from other vendors.
 - If other vendor products are proposed, please indicate if the other vendor products will be integrated with or interfaced to the 'prime' vendor product.
 - If interfaced, please indicate if the interface currently exists and functions without error, or if it will need to be built as part of this project.
2. Provide company background of the 'prime' responder and other vendors involved in the project.
3. Describe the financial condition of your company and if there are any issues or threats that may put it in jeopardy. Is there any outstanding litigation or threat of litigation?
4. Describe the different financing options available. Does your company provide for an option other than straight purchase? An example would be a continuing lease option or, a lease/purchase. If so, describe how the continuing lease or lease/purchase would .
5. Will the products/solutions proposed be supported in a virtualized environment and more specifically, Microsoft Hyper-V?

B. PRODUCT SPECIFIC

1. Describe the history of the primary product(s) being proposed including whether these product(s) were internally developed, acquired in-whole or in-part, or something different.
2. Is access to system browser-based or is installed client software required? If browser based, is Java or Flash required?
3. When was the last time the graphical user interface was updated/refreshed?
4. Please provide the upgrade or release plans for the next three years.
5. In regard to product lifecycle, please describe where the product you are proposing is in the current product lifecycle and how you see the evolution or replacement of the current product evolving over the next ten years.
6. Please provide the current hardware/software environment for the solution, including operating system, database, etc.
7. Please provide the ratio of revenue (indicate gross or net) that is directed toward research and development of your product.

8. Does your company provide a Software as a Service (SaaS) or hosted option?
 - If yes, please describe how it would be hosted.
 - Please describe clearly the options available and the number of clients currently using this option (particularly any California clients).
 - Please list your server locations that would be providing primary hosting services.
9. Please describe your product licensing method(s).
 - Discuss end-of-life licensing options.
10. Do you have customer user groups and if so, do you have one serving our geographical area. How often do they meet? How many entities participate?
11. Describe the customer support/service model that is utilized for ongoing system issues, maintenance, upgrades and general questions from client users. Will a specified customer service team be assigned or is a general call center format utilized?

C. IMPLEMENTATION

1. Discuss your project, implementation and testing plans. Do you use a standardized implementation model? How do you test the business processes and load test the system?
2. What is a realistic time-line for implementation using a phased approach?
 - Describe the recommended steps or phases for the complete implementation.
 - Discuss the implications of “going-live” at off-cycle times (i.e. payroll at quarter-end not calendar year-end; financials at other than end of fiscal-year).
3. Describe the typical team structure and skill mix required to execute the proposed solution. Include both City and Vendor resource requirements.
4. Discuss your end-user training strategy and training plan. How do you incorporate new business processes in this plan?
5. Describe training support that will be available on an on-going basis after implementation.
6. Discuss any failed implementations (of a similar scope), when they occurred, the reason for the failure and the eventual outcome. A failed implementation may include a complete failure, missing key milestones in the project plan or a less than satisfactory implementation. What changes have you made in your implementation model to address this?

7. Discuss your most successful implementations (of a similar scope) and what were the key factors that made this implementation successful. How do you measure success?
8. Discuss your approach to legacy data conversion and data quality? Do you have specific experience with data conversion from MAIS Municipal Accounting Suite?
9. Discuss your approach to safeguarding client data during data conversion and implementation.

D. PAYROLL

1. Has your company installed at least three systems in the past three years designed to protect employers from employee fraud.
2. Describe how your system accommodates the following, which may vary by bargaining unit:
 - i. Leave/vacation accruals
 - ii. Incentive pay
 - iii. Overtime rates
 - iv. Special compensation
 - v. Shift differentials
 - vi. Wage garnishments
 - vii. Non-standard work schedules (9/80, 4/10, and/or 10 or 12 hour shifts)
 - viii. Departmental allocations
 - ix. 4850 calculations
 - x. The need to suspend (not delete) certain deductions for a specific period of time
 - xi. Priority of deductions when deductions exceed gross income
3. Describe your system capabilities related to tax reporting, to include Quarterly EDD payroll reporting, California State Controller's Office reporting and annual employee tax information. Does your system accommodate multiple Employer Identification Numbers for EDD reporting?
4. Does your system align/work/merge/communicate/etc. seamlessly with CalPERS?
 - i. List at least five clients that are currently reporting in a fully automated fashion to CalPERS using your system.
5. Describe the functionality of your time and attendance system as well as how the data flows to payroll.
 - i. Can your system accommodate employee input of temporary expensing department allocations with the potential for multiple expensing departments in a defined pay period (this is separate

and apart from normally assigned departmental allocations in the system)?

- ii. Does your system support employee remote or mobile access to the timekeeping system?

- 6. Does your system provide for leave accrual across multiple pay periods to comply with the new California Paid Sick Leave Law?

E. HUMAN RESOURCES (HR)

- 1. How do the payroll and HR modules communicate shared data?
- 2. Describe how position control works in your system and the components included/controlled.
- 3. Describe the system features you have incorporated to assist entities with Affordable Care Act Compliance.
- 4. For benefits administration, describe your system's capabilities for submitting data to carriers.
- 5. The City provides the following benefits, which may vary by bargaining unit:
 - i. Health Insurance (3-tier)
 - ii. City Contribution toward health insurance (4-tier)
 - iii. Section 125 flexible spending account
 - iv. Section 125 dependent care account
 - v. Dental insurance (3-tier)
 - vi. Vision insurance (3-tier)
 - vii. Employee life insurance (both City paid and employee voluntary)
 - viii. Employee AD&D (both City paid and employee voluntary)
 - ix. Dependent life insurance (City paid, employee voluntary spouse life, employee voluntary spouse AD&D, and employee voluntary child)
 - x. Long term disability insurance
 - xi. California SDI (only one bargaining unit)
 - xii. Voluntary pre and post tax supplemental insurance
 - xiii. 457 Retirement saving plan (both City and employee contributions)
 - xiv. CalPERS Retirement plan

For these specific types of benefit plans, please describe any parameters or limits to plan design that exist in your system.

F. UTILITY BILLING

1. Describe how your utility billing solution will handle multiple meters and rate structures for a single customer?
2. Describe how your utility billing solution would accept data from a Sensus utility data collection system.
3. Describe how your utility billing solution accommodates time-of-use billing along with flat rate billing on a single account.

G. ENGINEERING

1. How many total customers do you have using the system for Capital Improvement Program (CIP) management? Please provide a list of all California customers.
2. Discuss your familiarity with CIP management and billing with regard to multiple funding sources; some that must be isolated (i.e CMAQ grant funding) from other sources for individual tracking. These funding sources may span several work efforts or task categories.
3. Discuss the intertie between payroll time sheets and the migration of staff time and charges to CIP projects.
4. Does your system include CIP management software that allows for programming/planning projects that are funded or unfunded over extended time frames of 5 to 10 years in the future?. If not, what CIP software packages are known to integrate well with your system?

H. COMMUNITY DEVELOPMENT

1. Building Permits. Describe your methodology for the intake, processing, and issuance of building permits. Address how multiple plan check and permit requests for a single site are accommodated, and the extent to which building inspections are tracked in the system.
2. GIS. Describe system capabilities to integrate GIS with permit, business license, and utility billing functions. I
3. Capital Improvement Program (CIP). Describe the extent to which the system will allow the City to prepare an maintain its 5 year capital improvement program.

I. REPORTING

1. Are reports and reporting tools built into the system or is a separate product like Crystal Reports required? If a separate product, please note product and product capabilities.

2. Discuss your methodology for creating budget and CAFR documents including any third party software requirements.
3. Is there a Dashboard application or module included with your system?
4. Describe any user friendly custom reporting capabilities included in your system.

J. PORTABLE DEVICE USAGE

1. Are any of your proposed features, excluding citizen-facing features, accessible from portable devices (e.g. tablets, smart-phones, etc.)? If so, please list the features and device requirements (e.g. code-enforcement via an android tablet or work-orders via an iPhone).
2. Are any of your citizen-facing features accessible via an app thru a portable device?

K. UPLOAD FORMAT

1. Will your system allow data uploads? Will it allow data uploads in Excel format? Please describe in detail the process for uploading data.

L. COST PROPOSAL

1. Proposals must clearly distinguish between features and functions that are fully covered within baseline cost proposal versus options or alternatives that would entail additional costs. Proposal shall be in the format as shown in Section 11 Cost Worksheet included in this RFP.

8. EVALUATION OF RESPONSES

A. EVALUATION METHOD: The City will evaluate all submissions deemed responsive to this Request for Proposals. A short-list of vendors will be asked to provide on-site Proof of Capabilities and set up site visits to local governments currently using the vendor's product. Vendors selected for Proof of Capabilities will also be requested to provide indicative costs for the recommended solution. Discussions and negotiations may take place with the preferred vendor(s) to ensure clarification and to obtain a best and final offer.

The City will review responses and rank them based on the ability of the vendor to meet the City's needs. Ranking criteria may include the vendor's proven track record of successful implementations in similarly sized municipalities, having a well-established client base in California, and knowledge of California laws and work rules as they apply to public entity payroll, CalPERS retirement, and general government operations. Vendors proposing a comprehensive solution will be ranked higher than vendors proposing a partial solution or multiple, linked systems.

Invitations for vendor demonstrations (proof of capabilities) will be sent to the highest-ranked vendors.

B. EVALUATION CRITERIA

Proposals will be evaluated using a forced ranking system, taking into account the vendor's response to the requirements of this RFP. The rank assigned will reflect the extent to which criteria is fulfilled relative to other proposals.

The City reserves the right to act in the best interest of the City and its residents and businesses, including the right to reject a proposal that is given the highest ranking in the evaluation process if the proposal is not in the best interest of its residents and businesses.

9. **FUNCTION GRID**

Function	Code	Comments
Core financial applications (G/L, A/P, A/R)		
• CAFR preparation		
• Purchasing		
Budgeting & budgetary controls		
• Budget preparation		
• Budget Document preparation		
Capital Improvement Project Management		
• CIP contract management		
Payroll		
• Electronic timesheets		
• PERS Reporting		
• Tax Reporting		
Human Resources Management		
• Benefits administration		
• Employee self-service		
• Position Control		
Utility Billing		
• Automated meter/data collection		
• Utility customer self-service (i.e. online pymts)		
• Workorders		
• Inventory		
Workflow		
Document management		
Grant Management		
Customer-facing applications		
• Customer information system		
• Business licenses		
• Building Permitting		
• Planning Entitlements		
• Code enforcement		
Supply-chain Management		
• Inventory		
• Commodity contract management		
• Service/Vendor Contract management		
Operations Management		
• Fleet management		
• Facility management		
Executive Information System		
Business Analytics		
CODES I = Included in core application O = Optional application P = Partial solution; only some features included PA = Partner application; solution provided by a partner vendor NS = No solution offered		

10. INTERFACES

3 rd Party Application	Function	Integration Plan	Prebuilt / Custom ¹	Uni- or Bi-Direction ²	Batch or Real-time ³	Created by/ Support ed by ⁴
ESRI	GIS	Integrate w/ERP				
ActiveNet	Recreation Registration	Integrate w/ERP				
TRACKUM	Fleet Management	Evaluate Integration w/ERP				
Parcel Quest	Property identification and Data	Evaluate Integration w/ERP				
Sensus	Automated Water Meter Reading System	Integrate with ERP				
Plan-It	CIP (Capital Improvement Program Software)	Software would reference ERP data files (or will it be replaced by ERP?)				

¹ Does interface already exist or will it need to be created

² Describe the dataflow direction e.g. one-way, two-way, etc.

³ Describe the integration process e.g. batch, ftp upload, interactive/real-time, etc

⁴ List the party that created the interface and the party responsible for support/maintenance

11. COST WORKSHEET

Please use the Excel spreadsheet provided. It can be located on the Purchasing Department Page of the City's website on the Bid Announcements and Results page or at the link below:

<http://www.madera-ca.gov/web/guest/296>

12. **BID PROPOSAL AUTHORIZATION FORM**

ERP SOFTWARE AND
IMPLEMENTATION SERVICES

RFP NO. 201415-02

DATE _____

COMPANY NAME _____

STREET ADDRESS _____

CITY / STATE / ZIP _____

PHONE NUMBER _____

EMAIL _____

PERSON PREPARING BID _____

POSITION _____

SIGNATURE _____

APPENDIX A

Insurance Requirements for Contractors without Construction Risks

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

Minimum Scope and Limits of Insurance

Contractor shall maintain limits no less than:

- \$1,000,000 General Liability (including operations, products and completed operations) per occurrence for bodily injury, personal injury and property damage at least as broad as Insurance Services Office (ISO) Commercial General Liability coverage (occurrence Form CG 00 01).
- \$1,000,000 Automobile Liability per accident for bodily injury or property damage at least as broad as ISO Form CA 00 01 covering Automobile Liability, code 1 (any auto).
- Worker's Compensation as required by the State of California.
- \$1,000,000 Employer's Liability per accident for bodily injury or disease.

If Contractor maintains higher limits than the minimums required above, the entity shall be entitled to coverage at the higher limits maintained by Contractor.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the entity.

Other Insurance Provisions

The general liability policy is to contain, or be endorsed to contain, the following provisions:

- The entity, its officers, officials, employees, and volunteers are to be covered as insureds with respect to liability arising out of automobiles owned, leased, hired or

borrowed by or on behalf of the contractor; and with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts or equipment furnished in connection with such work or operations. General Liability coverage can be provided with one of two endorsement options: 1) in the form of an additional insured endorsement to the Consultant's insurance, or as a separate owner's policy (CG 20 10 11 85 or its equivalent language) OR 2) a CG 20 37 10 01 along with CG 20 10 10 01 endorsement forms or their equivalent language. For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects the entity, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the entity, its officers, officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

- Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the entity.
- Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under Subdivision (b) of Section 2782 of the Civil Code.

Waiver of Subrogation

Contractor hereby agrees to waive subrogation which any insurer of contractor may acquire from contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation.

The workers' compensation policy shall be endorsed to contain a waiver of subrogation in favor of the entity for all work performed by the contractor, its agents, employees, independent contractors and subcontractors.

Acceptability of Insurers

Insurance is to be placed with California admitted insurers with a current AM Best's rating of no less than A:VII, unless otherwise acceptable to the entity.

Verification of Coverage

Contractor shall furnish the entity with copies of original certificates and endorsements, including amendatory endorsements, effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the entity before work commences; however, failure to do so shall not operate as a waiver of these insurance requirements. The entity reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

Subcontractors

Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.